

USAR Regulation 1-2

Administration

**Preparing
Responses to
Congressional/
Special Inquiries**

**Department of the Army
Office of the Chief, Army Reserve
Washington, DC 20310-2400
1 October 2007**

SUMMARY of CHANGE

USAR Reg 1-2 Preparing Responses to Congressional/Special Inquiries

This rapid action revision, dated 1 October 2007-

- References name change of related publication for recordkeeping requirement (para 2f).
- References name change of DCSPER to USARC G-1 as proponent for all Congressional, Presidential, and Special Inquiries.
- Contains extensive and updated information regarding the preparation of responses to congressional/special inquiries.
- Explains more fully how the Army Reserve HQ Staff Agencies will respond to congressional/special inquiries (para 4c).
- Explains more fully how the Major Subordinate Commands will respond to congressional/special inquiries (para 4e).
- Adds an USARC G-1 requirement for HQ Staff Agencies to provide a current status and timely updates, as required (para 4b(17)).
- Adds a requirement to implement the AR Chief of Staff 's Policy on Processing Final Responses to Congressional/Special Inquiries (para 4c(4)).
- Adds a requirement for the Major Subordinate Command's to inform the USARC G-1 of any changes to the MSC full-time points of contact and their contact information (para 4g(17)).
- Adds a sample interim response (Figure 2).
- Includes a revised sample of a MSC response memorandum (Figure 3).
- Includes a completely revised Appendix A, Preparation Guidance for Responses (paras A-1 and A-2).
- Includes an updated MSC Congressional Checklist/Guidance (Appendix A, para A-4)
- Includes a revised Glossary (Sections I and II).

Administration

PREPARING RESPONSES TO CONGRESSIONAL/SPECIAL INQUIRIES

FOR THE COMMANDER:

ANNE F. MACDONALD
Brigadier General, USA
Chief of Staff

OFFICIAL:



CHARLES E. PHILLIPS, JR.
Colonel, GS
Deputy Chief of Staff, G-2/6

telephonically or by correspondence.

Applicability. This regulation applies to the US Army Reserve (USAR) Headquarters (HQs) and Major Subordinate Commands (MSCs). Local reproduction is authorized. A link to this regulation and other Command publications is on the USARC INTRANET at <https://usarcintra/>

Proponent and exception authority. The proponent of this regulation is the Army Reserve G-1, Mission Support Division. The proponent has the authority to approve exceptions to this regulation that are consistent with controlling laws and regulations.

Army management control process. This regulation does not contain management control provisions.

Suggested improvements. Users are invited to send comments and suggested improvements on DA Form 2028

(Recommended Changes to Publications and Blank Forms) directly to Commander, USAR (ARRC-PRA), 1401 Deshler Street SW, Fort McPherson, GA 30330-2000

Supplementation.

Supplementation of this regulation is prohibited without prior approval from Commander, USAR (ARRC-PRA) 1401 Deshler Street SW, Fort McPherson, GA 30330-2000.

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History. This publication is a rapid action revision. The portions affected by this rapid action revision are listed in the summary of change.

Summary. This regulation prescribes policy and procedures for the preparation of responses to Congressional and Special Inquiries. This includes response to Presidential, Department of Defense (DOD), and private citizen inquiries received

1. Purpose

This regulation prescribes policies and procedures for the preparation of responses to Congressional and Special Inquiries. This includes responses to Presidential, Department of Defense (DOD), and private citizen inquiries received telephonically or by correspondence.

2. References

Related publications are:

- a. AR 1-20, Legislative Liaison.
- b. AR 1-9, White House Liaison, Communications, and Inspections.
- c. AR 25-50, Preparing and Managing Correspondence.
- d. AR 25-400-2, The Army Records Information Management System (ARIMS)
- e. DA Pam 600-67, Effective Writing for Army Leaders.
- f. USAR Memo 25-1, USAR Staff Guide.
- g. Recordkeeping requirements. This regulation requires the creation, maintenance and use of the following specific records. See the US Army Records Management Declassification Agency (USARMDA) Army Records Information

*This publication supersedes USARC Regulation 1-2, dated 1 March 2001.

Management System (ARIMS) (AR 25-400-2) website at www.arims.army.mil for file number descriptions and dispositions. Cases will be filed under record number "1-20e," Congressional Correspondence. Use case number, name, or other unique identifying title as a sub-title on the folder.

3. Explanation of Terms and Abbreviations. Terms and abbreviations used in this regulation are explained in the glossary.

4. Responsibilities

a. Office of the Chief of Legislative Liaison (OCLL). The OCLL receives inquiries, and subsequently tasks the US Army Reserve to respond to inquiries related to their soldiers. Occasionally, Members of Congress or their staff may request information directly from any level of command.

b. Deputy Chief of Staff (DCS), G-1. The G-1 is the proponent for all Congressional, Presidential, and Special Inquiries and is responsible for dissemination of the final response or for providing input as directed by OCLL or the Office of the Chief, Army Reserve (OCAR). The G-1 staff will -

(1) Receive tasking from OCLL, OCAR, or directly from Members of Congress. Review fully to determine the nature of the inquiry and the extent of Army Reserve involvement, and determine whether individuals involved are current or former members of the Command.

(2) Establish and maintain information on the congressional database including the current status, completion, or transfer dates. Fields include: source of tasking, receipt date, suspense date, Member of Congress, constituent's name (last, first, and middle initial), constituent's social security number (SSN), Major Subordinate Command (MSC), responsible agency tasked, a subject code, and either the current status or required completion date.

(3) Transfer inquiries that are not related to the Army Reserve to the appropriate command or agency.

(4) Prepare an inquiry file folder with ARIMS record number 1-20e and sub-title that contains:

(a) Printed coversheet produced from the Congressional/Special Inquiry Database.

(b) Documentation to include copies or originals of: letter from constituent; request from Member of Congress; tasker from OCLL or other agency; tasking e-mail to Army Reserve HQ staff agency or to an MSC; tasking response (memorandum) from MSC or Army Reserve HQ staff agency; Conversation Record (Optional Form (OF) 271); supporting documentation; and correspondence from subordinate units or intermediate commands. All documents will be arranged in reverse chronological order (most recent on top) and working drafts (folded) will be placed on top of the response.

(5) Send electronic Tasker (Figure 1) to an Army Reserve HQ staff agency. A suspense date will be included in the tasking e-mail to an MSC.

(6) Maintain open cases in suspense file pending receipt of response from staff agency or MSC.

(7) Review supporting documentation received from either the staff agency or MSC for completeness, obtain additional information, if required, and prepare draft or final responses (see Figure 4) in letter format.

(8) After proofreading for content and style review, the final response will be signed and dated.

(9) Dispatch response directly to the Member of Congress via first class mail with copies furnished to OCLL, MSCs, and staff agencies involved.

(10) Close out case in database. The date of the final signed response letter is the closed date.

(11) File the folder containing the database coversheet and a copy of final signed responses, as well as any interim response and all supporting documentation in file number 1-20e in accordance with AR 25-400-2. Files are maintained for 2 years and then destroyed. (*Note: File will not include unsigned, undated pieces of paper. Working drafts may be destroyed upon signing of the final response. Working drafts will not be used to record new or updated information. An OF 271 or other documentation will be used.*) Subsequent inquiries on the same Soldier or subject are filed in the same folder.

(12) If the OCLL/OCAR suspense cannot be met, prepare an interim response memorandum (Figure 2) providing a full explanation of why the response has been delayed. This will be based on information provided by the tasked HQ staff agency or MSC and will contain the expected date of the final response.

(13) Prepare a final draft response when requested by OCLL or OCAR. This will be done in accordance with instructions received from higher headquarters.

(14) Respond to telephonic inquiries in accordance with instructions provided by House or Senate Liaison Officers. These inquiries are received via e-mail, phone or fax, and will be logged into the database and tasked to the appropriate agency or office.

(15) Require a current status and timely updates for reporting purposes, as required.

c. The USARC G-1, Congressional Functional Liaison. The Congressional Liaison will -

(1) Provide training to key personnel responsible for preparing responses to congressional and special inquiries.

(2) Provide a timeliness report on congressional statistics for the Chiefs of Staff, USAR MSCs. The monthly report will include the total number of congressional and special inquiries received and the timeliness in which they were processed by each command.

(3) Require a current status and timely updates for reporting purposes, as required.

d. *Army Reserve HQ staff directorates/agencies.* Staff directorates/agencies will -

(1) Receive tasker and inquiry from the G-1 via e-mail (see Figure 1). Additional instructions will be included in the tasker Remarks block.

(2) If the OCLL/OCAR suspense cannot be met, prepare an interim response (see Figure 2) providing a full explanation of why the response has been delayed and the expected date of the final response.

(3) After receiving the reply from the Major Subordinate Command (MSC), complete the response by the suspense date. The final response will be left undated.

(4) Provide a final response to inquiries relating to the staff agency's functional area.

(5) Forward the signed response to the Chief of Staff with an accompanying USAR Form 9-R for review and approval. Once approved, and received from the SGS, the final response is given to the G-1's Congressional Liaison Specialist for dating, dispatching, and closing out the tasker.

(6) As required by G-1, provide a current status and timely update for reporting purposes.

e. *USARC G-1.* In some cases, the G-1 may be required to respond to an inquiry. In these instances, the G-1 may ask a HQ staff agency/directorate to review the G-1's response. In these cases, the HQ staff agency will -

(1) Review the MSC's response for subject matter accuracy. The staff agency response, via e-mail, will indicate the applicable regulatory guidance that was used in the review and that the action officer agrees or disagrees with the MSC's response (see Figure 3).

(2) Take corrective action if an MSC's response is inaccurate. The staff's response will include action taken to correct the MSC's response and the person contacted at the MSC.

(3) Respond to telephonic inquiries in accordance with guidance provided by the G-1.

f. *Office of the Staff Judge Advocate (SJA).* The SJA will conduct, at each level of command, a legal review of all inquiries involving current or potential legal issues. Additionally, any response that involves the release of records or information will be coordinated with the Freedom of Information Act (FOIA) Officer.

g. *Major Subordinate Command (MSC).* The MSC will reply by memorandum, via e-mail, to answer the G-1 e-mail tasker within the suspense specified. The MSC will -

(1) Verify, via telephone or e-mail, receipt of e-mail tasker to the USARC G-1 within 24 hours.

(2) Review the suspense date provided in the USARC G-1 e-mail tasker, with special attention to any remarks, which may contain additional/specific guidance.

(3) Review the inquiry in depth to identify issues.

(4) When the matter under consideration requires contact with the Soldier making the complaint, before a reply to the inquiry can be made, ensure the Soldier is contacted to resolve his/her issues.

(5) Use the Congressional Checklist/Guidance (appendix A, para A-4).

(6) Notify the unit commander(s) involved and the chain of command.

(7) Task the appropriate headquarters agency or subordinate unit to provide documentation relating to the issues involved.

(8) Review documentation relating to the inquiry and confirm that Army regulatory guidance was followed in all cases, or if not, that subsequent corrective action has been taken or initiated.

(9) Ensure all cases involving sexual harassment or racial discrimination are referred to and reviewed by the MSC Equal Opportunity Adviser (EOA).

(10) Reply by memorandum (see Figure 3), via e-mail, in accordance with AR 25-50, to the G-1 e-mail tasker. Guidance for preparing responses is at Appendix A. This memorandum will include the following:

(a) The MSC's full-time point of contact, his/her e-mail address and phone number(s). This individual must be available to clarify any questions regarding the MSC's response and able to gather additional documentation.

(b) Specific actions taken by the MSC, i.e., appointed an investigating officer (in accordance with AR 15-6, Procedures for Investigating Officers and Board of Officers); obtained copies of documents available from unit files (copies enclosed); reviewed information obtained from subordinate unit; counseled an individual; initiated an IG investigation; directed the EOA to review the situation; ordered a subordinate commander to take corrective action; completed necessary paperwork and forwarded to action agency, or approved an action.

(c) Date that corrective action, if necessary, was taken or will be taken.

(d) Verification that all documents or information received from subordinate units or commands have been reviewed by the MSC HQ and that Army regulatory guidance has been followed or that corrective action has been initiated.

(e) Date the unit commander was notified of the inquiry.

(11) Staff response through appropriate staff agency prior to submitting to the USAR, e.g., requests for conditional release will be staffed through enlisted or officer personnel management branch, EO issues through EO Adviser.

(12) Return the memorandum and all supporting documentation to USAR via e-mail or fax (if unable to e-mail) by the suspense date. Extensive supporting documentation will be mailed and appropriate annotation made to the memorandum. If the suspense cannot be met, request an extension from the G-1 by calling the number indicated on the e-mail Tasker.

(13) Ensure responses are brief and/or clarify input of subordinate commands by providing concurrence. Memorandums received from subordinate units or commands may be included as a part of the MSC response. The elements in paragraphs 4g (10)(a), (b), (c), and (d) this regulation, must be included in all MSC responses.

(14) When contacted directly from a Member of Congress, notify USARC, G-1 for logging and retasking of the direct inquiry. In such cases, the MSC final response will be cleared by the USARC G-1 prior to dispatch to the Member of Congress. Ensure a copy of the MSC response is forwarded to this Headquarters (ARRC-PRA). Normally this will only occur when the correspondent writes directly to this Headquarters and is rebutting information provided in the MSC's previous response. If there are extraneous issues in the rebuttal, contact this Headquarters for guidance.

(15) Only have their Commanding General, Deputy Commanding General, Chief of Staff or the Executive Officer sign memorandum response for Congressional and special inquiries.

(16) Respond to telephonic inquiries in accordance with guidance provided by the USARC G-1.

(17) Inform the USARC G-1, Congressional Program Liaison, of any changes to the MSC full-time point(s) of contact and alternate(s), his/her e-mail address(es), and phone number(s).

h. Equal Opportunity (EO) Advisor. The EO advisor at each level of command will review all inquiries which allege sexual harassment or racial discrimination prior to preparation of the response.

i. Public Affairs Office (PAO). The PAO at each level of command will review all inquiries that have the potential to generate news media interest or that relate to already existing news media coverage.

5. Policies

a. Headquarters, Department of the Army (HQDA), policy is to make information promptly available to Members of Congress and their staff. Only pertinent regulations and directives relating to security and protection of individuals' privacy limit this policy.

b. Soldiers will be encouraged to use all internal means available to resolve problems. This will include exercising the chain of command, Inspector General (IG), and EO Advisor channels. No one will discourage or prohibit Soldiers or civilian employees from writing or calling directly to their representatives in Congress or take punitive or administrative action against them because they, or someone on their behalf, contacted a Member of Congress.

c. Responses will be prepared in accordance with HQDA suspense guidelines. Congressional and special inquiries are to be handled with confidentiality and access is restricted to those with a "need to know." Copies of inquiries will be restricted to official file copies maintained by the congressional point of contact established by the MSC.

d. Multi-component units will process Congressional/Special inquiries per the policy of the parent organization's command.

DATA FOR CONGRESSIONAL / PRESIDENTIAL / SPECIAL INQUIRY TASKER

Tasker Date: 03/28/2007 (MM/DD/YY) Name: JONES JOHN B
Suspense Date: 04/18/2007 (MM/DD/YY) Writer:
Control ID: 70312222 SSN: 123-45-6789 Rank: SFC MSC: 088 RRC
Type Inquiry: Congressional Unit: 391 ENG BN
USARC AO: Edna M Cole, (404) 464-9008

Agencies Tasked: Role: ATTN: ARRC: PRA-P
G-8 Action

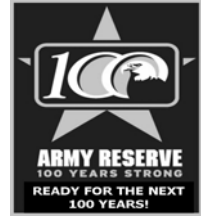
Instructions: Prepare response IAW USARC Reg 1-2, para 4e.

Remarks (upper and lower case)
Please acknowledge receipt within 24 hours.

Figure 1. Electronic tasker from G-1 sample.



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY RESERVE COMMAND
1401 DESHLER STREET SW
FORT MCPHERSON, GA 30330-2000



January 10, 2007

REPLY TO
ATTENTION OF

Deputy Chief of Staff, G-1

Honorable Jim Cooper
Representative in Congress
706 Church Street
Suite 101
Nashville, Tennessee 37203

Dear Mr. Cooper:

This is an interim response to your December 15, 2006, inquiry on behalf of Sergeant First Class John B. Jones regarding his request for payment of medical bills.

Sergeant First Class Jones is assigned to a unit within the 88th Regional Readiness Command. In order to afford you the most thorough and accurate response, we must obtain additional information from that command. We anticipate providing you a final response by February 9, 2007.

Sincerely,

John P. Soldier
Colonel, US Army
Deputy Chief of Staff, G-1

Copy Furnished:

Office of the Secretary of the Army, Chief, Legislative Liaison (OCLL#: 70312022/Smith)
Commander, 88th Regional Readiness Command (Code 04R)

Figure 2. Interim response (civilian style letter) sample.



DEPARTMENT OF THE ARMY
HEADQUARTERS, 88TH REGIONAL READINESS COMMAND
506 ROEDER CIRCLE
FORT SNELLING, MINNESOTA 55111-4009



REPLY TO
ATTENTION OF

ARRC-XXX-PR

7 January 2007

MEMORANDUM FOR Commander, U S Army Reserve, (ARRC-PRA), 1401 Deshler Street SW, Fort McPherson, GA 30330-2000

SUBJECT: Congressional Inquiry – Jones, John B., SFC

1. **BACKGROUND:** SFC Jones has requested assistance in receiving the prior-service enlistment bonus as promised in his enlistment contract.
2. **ACTIONS TAKEN:** This Command has researched the concerns addressed by SFC Jones; a TPU Soldier assigned to the 180 TC Co, Det 1, Bay City, MI, a unit within this Command.
3. **FINDINGS AND FOLLOW UP ACTIONS:** IAW current USARC G-8 guidance, the initial payment of the bonus is paid from two systems: REQUEST and RMS. In SFC Jones' case, this unfortunately did not happen. Therefore, the 88th RRC Finance Administration Specialist has taken action to have SFC Jones' bonus processed. His contract was forwarded to OCAR-RTD, SGT Robert Moore, along with the appropriate documentation to have the bonus paid. This Command will send an update on the status of the bonus payment on Tuesday, 20 February 2007.
4. For additional information in regards to this action contact the undersigned at 1-800-123-4567, ext 1234 or e-mail Jane.Trooper@usar.army.mil.

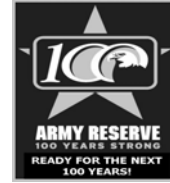
FOR THE COMMANDER:

JOHN P. SOLDIER
Colonel, GS
Chief of Staff

Figure 3. MSC response (memorandum) sample.



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY RESERVE COMMAND
1401 DESHLER STREET SW
FORT MCPHERSON, GA 30330-2000



February 5, 2007

REPLY TO
ATTENTION OF

Deputy Chief of Staff, G-1

Honorable Jim Cooper
Representative in Congress
706 Church Street
Suite 101
Nashville, Tennessee 37203

Dear Mr. Cooper:

This is in response to your January 12, 2007, inquiry on behalf of Sergeant Fred K. Smith regarding his reenlistment and reassignment in the Army Reserve.

Sergeant Smith met all requirements for reenlistment eligibility and his contract has been extended. At his request, he was reassigned to an Army Reserve unit closer to his home. A copy of his reassignment order is enclosed for your information.

I trust this information is of assistance.

Sincerely,

John P. Soldier
Colonel, US Army
Deputy Chief of Staff, G-1

Enclosure

Copy Furnished:

Office of the Secretary of the Army, Chief, Legislative Liaison (OCLL#: 70312022/Smith)
Commander, 88th Regional Readiness Command (Code 04M)

Figure 4. USAR final response (civilian style letter) sample.

APPENDIX A

Preparation Guidance for Responses

A-1. Practices to follow

- a. Use acceptable documentation in preparing responses. This includes:
 - (1) Memorandum(s) from the subordinate command(s) with FTC signature.
 - (2) Conversation Record or signed and dated Memorandum for Record (MFR).
 - (3) Photo copies of official documents.
 - (4) The title of the person who will be taking action, or who has taken action, if known (e.g., investigating officer, unit administrator, unit commander, chaplain).
 - (5) Level of command. If it is not clear exactly which individual will take the action, state what action will be taken, or has been taken (e.g., the Soldier's unit, the battalion, and the MSC).
- b. State the current unit of assignment and the Soldier's status (e.g., "Troop Program Unit Soldier assigned to Company A, 499th Engineer, Any town, USA.," "was assigned to this command from 2003 until March 2006 at which time he transferred to the Army National Guard," or "was reassigned to the Individual Ready Reserve, St. Louis, Missouri, on...").
- c. When the matter under consideration requires contact with the Soldier making the complaint before a reply to the inquiry can be made, ensure the Soldier is contacted to resolve his/her issue.
- d. Provide reassignment/transfer/discharge orders if Soldier is no longer assigned to MSC.
- e. Include exact dollar amounts and dates the payment(s) was, or will be, made.
- f. Admit errors if we (the Army) made them (e.g., "His unit erroneously listed SSG Jones as being absent...his unit of assignment corrected his records and he was paid on...").
- g. Use the active voice.
- h. Keep all supporting documentation, (e.g., coordination within the command).
- i. Provide information on possible courses of action available to the individual in cases where further action on our part is not forthcoming (e.g., "SSG Jones may appeal this decision to the Army Review Boards Agency, St. Louis, Missouri." "The Department of Veterans Affairs may be able to provide information on other benefits...").
- j. Provide points of contact or suggest options available to the individual (e.g., "SGT Clark's unit of assignment can provide him with instructions on how to fill out the proper forms," or "She can request a copy of her records by writing...").
- k. Acknowledge the fact when it is apparent that an individual within the command has been derelict in his/her duties. State the corrective action that was taken (e.g., "the individual was counseled concerning"... or "follow-up inspections have been scheduled to ensure that these errors do not occur again.")
- l. Contact this Headquarters if there is any question regarding the appropriateness of the response.
- m. Use one of these recommended statements as the last paragraph of the response: "I trust this information is of assistance" or "Although my response cannot be favorable, I trust this information is of assistance."
- n. Ensure all correspondence to Soldiers is properly dated in accordance with AR 25-50.
- o. File all Congressional correspondence in ARIMS record number 1-20e, Congressional Correspondence. Use case number, name, or other unique identifying title as a sub-title.

A-2. Practices to avoid

- a. Avoid using the following *documentation* when *responding* to congressional and special inquiries:
 - (1) Routing and Transmittal Slips (OF 41), or locally produced buck slips.
 - (2) Memorandum of Call (SF 63), except to indicate that a call had been received.
 - (3) Other undated/unsigned documents.
- b. Avoid the use of third party names, i.e., persons who could be involved in the issue but who did not contact a Member of Congress themselves, in final responses to Members of Congress. An exception to the use of third party names is if the response provides a point of contact outside of this Command who can provide services needed by the Soldier to resolve the issue and the Soldier is no longer a member of the Command or does not have access to the information through his/her unit of assignment. Responses will only include the duty title or position (e.g., unit first sergeant, company commander, chaplain, and unit administrator). Names **should be used**, if relevant, in supporting documentation submitted by units, MSC, or staff agencies that is submitted to the USAR for use in preparing final response. These documents will remain as back-up documentation in the case file but names will not be released.
- c. Avoid statements containing assumptions about an individual's beliefs, attitudes, opinions, or motives. Stick to facts, avoid: "She does not understand," "She is uncooperative," "He thinks he is being mistreated," "She believes she is better than the other candidates," instead use: "She stated that" or "... in her written response she indicated...."

d. Avoid casting disparaging remarks or value judgments on the constituent, (e.g., "...his poor performance..." or "... her disregard for safety"; "she was totally disrespectful..."). Instead, deal with outcomes of the decision making process, (e.g., "The command investigated the situation and determined that the punishment was justified;" or "The commander's decision to relieve SGT Smith was reviewed by the EOA who determined that..." or "The line of duty investigation concluded that the injury was not caused by...").

e. Avoid the assumption, indicating that certain actions will be taken at appropriate level, (e.g., "The unit should be resubmitting the paperwork..."). Instead, indicate what action the agency was directed to do or what the command writing the response will do, (e.g., "The MSC directed the 125th Bath Company to resubmit the paperwork," and the date action will be completed.)

f. Avoid the release of any information about Soldiers that may be a violation of the Privacy Act (AR 340-21).

g. Avoid telling the Congressperson what the Soldier *should* do, (e.g., "SSG Jones should contact his unit..."). Instead relate his/her options or indicate that the Army has provided information on the available options, (e.g., "SSG Jones may appeal the decision by writing to..." or "SSG Jones has been contacted via telephone and his options have been explained to him.")

h. Avoid stating in advance what specific action the Army may take to correct an error or resolve an issue if the decision has not yet been finalized unless the appropriate action is specified in a regulation. Instead state "upon final review of the case by the approving authority, appropriate action will be taken."

i. Avoid stating or implying that the Congressperson should or should not take any action.

j. **DO NOT** mail, fax, or e-mail, the original inquiry/supporting documentation back to the USAR HQs with the MSC's response.

A-3. Special Cases

a. *Duplicate inquiries.* Sometimes other Members of Congress will inquire about the same situation. Each Member of Congress will be provided a separate final response from G-1. Any duplicate inquiry will be cross-referenced and will normally not be tasked to the MSC unless different questions are asked. The MSC will be provided a copy of all responses. If at all possible, Members of Congress will be provided similar answers to similar inquiries.

b. *Previous inquiries regarding the same constituent.* Follow-up inquiries by the same Member of Congress received more than 30 days after the close out date of previous congressional (e.g., the signed letter date) will be treated as new inquiries because the Soldier's status is likely to have changed, new events may have occurred, and new questions may have been raised by the Member of Congress.

c. *Direct inquiry to MSC.* The MSCs will notify the G-1, Congressional Program Coordinator, of any direct inquiries received from Members of Congress, for logging and appropriate tasking.

d. *Commanding General response.* Commanding Generals may respond directly to Members of Congress if the request was sent directly to that command. In such cases, the MSC final response will be cleared by the G-1 (via **e-mail or faxed copy**) prior to dispatch to the Member of Congress. This authority may not be delegated below the MSC level. Only the MSC commanding general, deputy commanding general, chief of staff, or command executive officer, will sign responses to Members of Congress. Information copies of such responses will be sent to the G-1 for forwarding to OCLL.

e. *Presidential/other special inquiries.* Presidential or other special inquiries may request a response directly to the individual. In such cases, a letter format will be used and an introductory statement will state, "Thank you for your communication of *DATE*, to President *CURRENT*, regarding *ISSUE* by the Army Reserve. Your letter was referred to me as my responsibilities include Reserve personnel policies within the Department of the Army." Copies will be provided to the MSC and to OCAR SACO. In some cases, MSCs may be required to submit a response signed by a Colonel (06) or member of the command group. This is true for all presidential inquiries and is possible if the inquiry involves senior officers or NCOs, if issues are highly sensitive, or if the initial response from the command was inadequate. The requirements regarding signatures may also be imposed to preclude the possibility that the person preparing the response might be personally involved and would not be in a position to review the issue objectively and prepare an unbiased response.

A-4. MSC Congressional Checklist/Guidance

Acknowledge receipt of inquiry via e-mail, facsimile, or telephonically to the USARC.

Verify that the soldier is or was a member of the MSC. The MSC or unit can respond to many inquiries even though the Soldier may no longer be in the command, (e.g., non-receipt of pay, promotion, and other issues occurring prior to the Soldier's transfer.) Provide copy of reassignment order to the USARC.

- Notify the USARC and get inquiry transferred to proper command if the Soldier has never been a member of the command.
- Identify current and/or former unit(s) of assignment.
- Notify the MSC Command Group of inquiry (follow local MSC procedures).
- Notify unit and intermediate commanders telephonically and direct them to contact the Soldier to resolve the issue at the lowest level possible.
- Task either unit or the MSC staff agency able to provide documentation and/or information concerning the issue(s) addressed.
- Notify the MSC IG in cases involving charges of misconduct, fraud, waste, or abuse.
- Notify the MSC EO Adviser in cases involving charges of sexual harassment or racial discrimination.
- Assemble and review all documents to include:
 - + Payroll documents
 - + Unit attendance records
 - + Orders
 - + Medical records
 - + Officer Evaluation Report/Noncommissioned Officer Evaluation Report
 - + Statements/Memoranda for Record/Conversation Records
 - + Report(s) of Investigation
- Review facts and prepare memorandum with FOR THE COMMANDER signature containing a response that represents the commanding general's position/statement on this inquiry. Follow the guidance listed below (e-mail response is preferred, or fax to USARC and mail extensive supporting documentation). At a minimum, the memorandum must address the following:
 - + Brief history of the situation in cases where it is not apparent from the inquiry itself, (e.g., additional background facts bearing on the situation).
 - + An independent review of a subordinate command's response to ensure clarity and that all issues are addressed. Use the fundamental elements of "who, what, when, where, and how."
 - + Specific actions taken by the unit, (e.g., counseling, steps taken to improve communications, change of procedures, additional training).
 - + Specific actions taken by the MSC, (e.g., direct unit to take specific corrective action, provide assistance, amend or issue orders, take actions to prevent recurrence).
 - + Findings and follow-up actions.
 - + A point of contact and telephone number.

*Note: As a reminder, **DO NOT** send, fax, or e-mail, the original inquiry and USARC memorandum back to the USARC with MSC response.*
- Respond to all follow-up telephonic or e-mail requests for clarification or additional information.

GLOSSARY

Section I **Abbreviations**

CPC

Congressional Program Coordinator

DCS, G-1

Deputy Chief of Staff, G-1

DOD

Department of Defense

EO

Equal Opportunity

EOA

Equal Opportunity Advisor

FTC

For the Commander

HQDA

Headquarters Department of the Army

IG

Inspector General

ARIMS

Army Records Information Management System

MSC

Major Subordinate Command

NCO

Noncommissioned Officer

OCAR

Office of the Chief, Army Reserve

OCAR SACO

Office of the Chief, Army Reserve, Special Actions Control Officer

OCLL

Office of the Chief, Legislative Liaison

OF

Optional Form

SF

Standard Form

USAR

US Army Reserve

USARC

US Army Reserve Command

Section II

Terms

Closed Inquiry

The status of an inquiry upon completion of the final response or transfer of the inquiry to another command. The closed date is the date of the letter sent to the Member of Congress either responding to the inquiry or notifying the member of the transfer.

Congressional Inquiry, Direct Inquiry or 'Congressional'

Refers to any telephonic or written request from any Member of Congress or any member of his or her staff. It may be on any subject.

Documentation

A signed and dated form, memorandum, or letter that verifies those actions have been taken or that certain events occurred. Examples include Conversation Record (OF 271), an MFR, payroll documents, counseling forms, performance appraisals, attendance records, and personnel records.

Electronic Tasker

Tasker generated by DCS, G-1 and forwarded with the inquiry to USAR HQ staff agency providing general guidance.

Final Response

This is a letter prepared in accordance with AR 25-50 sent directly to the Member of Congress or to an individual in response to an inquiry (see figure 4).

G-1 Tasker

The USAR G-1 is authorized direct tasking authority by the USAR Chief of Staff.

Interim Response

A signed and dated letter prepared in accordance with AR 25-50 to Member of Congress providing partial information and explaining why a final response cannot be completed and when the final can be expected.

Office of the Secretary of the Army, Chief, Legislative Liaison (OCLL)

The agency tasked with all legislative liaisons. Most Congressional inquiries come through this office to the USAR.

Presidential Inquiry

An inquiry received from the White House, normally forwarded through HQDA, OCAR. Inquiries from members of the Department of Defense may also be forwarded through OCAR.

Special Inquiry

An inquiry from a citizen or Soldier personally addressed to a senior member of the chain of command. The commander receiving this inquiry may direct that a response be prepared to the individual who initiated the letter or phone call. This is a catchall that covers many types of actions and issues. *Note: This does not include requests for information under the Freedom of Information Act (FOIA) nor does it include requests from members of the press. The FOIA Officer and Public Affairs Office handle these. It also does not include commander's inquiries relating to efficiency reports.*

Tasking Response

A response prepared by the HQ USAR staff agency/directorate or the MSC and returned to the G-1. Responses are prepared in accordance with AR 25-50 (samples are at figures 3 and 4).

Telephonic Inquiry

These are received directly from the House or Senate Liaison Officers on Capitol Hill, Washington, DC and have a 3-day or less suspense. The G-1 makes immediate contact with the appropriate MSC. The MSC's response is forwarded to G-1 via e-mail.